

**DFHV's My Rides Pilot**

**Pre-Application Conference: Questions and Responses**

(from 12/16/20 RFA Q&A Mtg)

**1. Are trips in the My Rides program time sensitive?**

- Yes, customers will use the service as an “on demand” platform. If there is a medical emergency, the customer should call 911. My Rides is not a substitute for 911 services.

**2. How is eligibility for the program determined and how will it be communicated to the grantee?**

- DBH will work with providers to ensure that only eligible participants are requesting rides. DBH will forward DFHV a list of predetermined locations. Locations will need to be updated by DBH; DBH will decide eligibility of each location.
- The Awardee will use DFHV's Salesforce system to manage authorized customers/locations. DBH will be able to make updates and view through the Salesforce system. Awardee will be able to have access to the Salesforce database but in “view only mode”. If the applicant(s) has another proposal, the proposal should detail how locations, customers, and updates will be handled but kept secured.

**3. What total volume of rides do you expect to facilitate through this program?**

- DBH roughly estimates 200-300 trips a month after a brief period of startup. DBH states a trip limit of 4 rides per person per month may be initiated but since it is a pilot, DBH will work an Awardee to measure volume and use. There is a budgetary limit that DBH will need to remain within to determine any limitations per customer. DBH will promote the program through their providers, but it depends on how many customers will sign up and are eligible. They have to sign up first and that's the key.

**4. WAV supply needed - What percentage total rides do you expect to require WAV transportation?**

- Estimate is normal to slightly above average demand. Transport DC uses 11% WAVs, but it may be less than 5%.

**5. Time of day - The RFA states that the riders can go to facilities 24 hours. Are all facilities open 24 hours? If not, what are the grantees obligations if a rider books a ride outside of open hours at a given facility?**

- DBH providers will know to only send clients to treatment centers that are open. They will confirm that a facility is open before sending a client on a ride. At this time, 24 hours/day/7 days a week is the requirement just in case someone may need treatment at a medical center or hospital. It is envisioned that customers will use an app to sign into the program and request trips.

- 6. How many sites are included in the predetermined sites and does the DFHV expect this list to change? If so, how often and by how much?**
- The list is not determined yet. DBH is working to determine how many medical centers, hospitals and substance use treatment clinics can participate. DBH will have a list ready for the start of program. It may be updated monthly. Depends on program activity and DBH/DFHV will assist the Awardee as the pilot develops.
- 7. What is the DFHV's expectation regarding the "trip rate" and use of the \$2 service fee? Should the contractor provide a per trip fee (flat), a rate that varies based on distance and duration traveled, etc.?**
- The Awardee use the taxi meter rate, or, if proposing something other than that, be specific about what you will charge per ride. For example, the provider can do flat fee; by mileage; etc. The applicants should describe how they will propose their trip rate. For example, an applicant may propose a trip rate based on distance, with a \$2 service fee, and describe how the trip rate and fee will be used.
- 8. Will the DFHV consider an extension to the RFA deadline?**
- The application deadline will remain the same, December 28 at 11:59 pm.
- 9. The RFA states "The successful applicant must be ready to begin service within fourteen calendar days or less of award". Is there any flexibility on timeline? What initial ride volume should the grantee expect?**
- DFHV/DBH are looking for service to start within 14 calendar days of award being made. A launch meeting with the partners will be conducted immediately after award.
- 10. Pre-booking - How far in advance will rides be allowed to be booked? What percentage of rides do you expect to be pre-booked?**
- Trips will be only on demand. No pre-booking or advanced scheduling is allowed. This is not a Medicaid sponsored program; thus, Medicaid transportation requirements do not apply.
- 11. Is there possibility of integrating our company's API with Salesforce?**
- Yes, this will also depend on the Awardee's capability to interface with DFHV's systems.
- 12. Is there a special ID for riders?**
- No, DBH will create a list of users and DFHV will assist by creating a unique identifier.
- 13. Will email and phone number be collected at time of booking**
- Yes. The customer's contact information will be collected by DBH and shared with DFHV to be uploaded into the Salesforce program. The Awardee will also need to ensure their app or

telephone dispatch system will be able to communicate with the customer if a trip is delayed due to maintenance, weather, etc.

**14. Are there incentives for WAV trips?**

- There are no incentives for WAV trips tied to this project.

**15. What if client refuses to verify themselves or show identification?**

- Verbal verification at the time of the ride is expected at this time. DBH staff will ensure that the client can be identified.

**16. Are round trips allowed?**

- Yes. Expectation is to go to the treatment location and then back home, keeping in mind this is an on-demand system. No “wait time fees” will apply for this grant.

**17. Does the driver have to wait for the customer? If customer asks driver to wait.**

- This is an on-demand system, plus DBH is using Federal dollars to create this program; thus, the budget does not allow “wait time fees”. DBH to provide additional information as the program develops and more is learned during the pilot phase.